



## **METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY**

**Karl F. Dean**  
Mayor

**Duane Phillips**  
Director

**EMERGENCY COMMUNICATIONS CENTER**  
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**FOR IMMEDIATE RELEASE**  
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### **METRO NASHVILLE EMERGENCY COMMUNICATIONS CENTER ACHIEVES REACCREDITATION**

NASHVILLE, Tenn. – The Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA) announced that on December 6, 2008, the Metro Nashville Emergency Communications Center has met the requirements of a highly regarded and broadly recognized body of public safety communications standards and was accredited for a second time.

“We are honored that CALEA has once again recognized the Emergency Communications Center’s commitment to professional public safety communications,” Director Duane Phillips said. “This award symbolizes our employee’s unwavering dedication and constant desire to be at their best for the citizens of Davidson County.”

A team of CALEA assessors arrived in Nashville on August 23 to examine all aspects of the Metro Nashville Emergency Communications Center’s policy and procedures, management, operations and support services. The assessment team made a recommendation that the Metro Nashville ECC be reaccredited.

In their report to the Commission, the assessors were particularly impressed with the ECC’s fully redundant back-up facility. “The agency has a secondary communications center that is anything but secondary. This full-service facility mirrors the primary facility and contains the same equipment and number of workstations...”

During the Commission’s fall conference in Tulsa, Oklahoma, CALEA Commissioner James O’Dell referred to the ECC as one of the top leaders within communications in the country and told Director Duane Phillips that “the agency and its staff members exemplify a professional, contemporary emergency communications center.”

The Metro Emergency Communications Center has been CALEA accredited since 2005.

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